

TRANSIT SERVICES OF FREDERICK COUNTY

An award-winning organization, TransIT Services of Frederick County provides public transit, paratransit, and commuter assistance. TransIT is an essential community service benefitting all County citizens by providing access to jobs, shopping, medical, and educational facilities; reducing auto emissions and traffic congestion; and improving quality of life for those who use our services and their families.

As part of a commitment to improving air quality and reducing traffic in the region, TransIT promotes transportation alternatives to local employers. As Frederick County continues to grow and endeavors to serve both its residents and the businesses so critical to economic well-being, it is critical that constituents understand the role of TransIT and TSAC in advocating for responsible planning for transportation projects. We welcome public comment and involvement.



Public Transit

Connector buses operate in Frederick City and urbanized areas of Frederick County, serving medical, employment, education, and shopping centers. Six Connector Routes can deviate within a 3/4 mile corridor of their route for passengers who are unable to board the bus at a regular stop because of a disability. Connector Routes operate Monday—Friday, 5:30 a.m. to 9:30 p.m. (until 9:45 p.m. on Friday) and Saturday, 7:30 a.m. to 9:45 p.m. Commuter shuttles serve Brunswick, Emmitsburg, Thurmont & eastern County.



Paratransit

TransIT-plus is a demand-response paratransit service for Frederick's 60+ population and people with disabilities. Other transit-dependent persons may use this service on a space available basis. ADA paratransit is available for people with disabilities that prevent them from using the Connector Routes.



Commuter Education & Assistance

TransIT is a member of the Metropolitan Washington Council of Governments' Commuter Connections Program. All services are FREE to Frederick County commuters and include a computerized car and vanpool matching service.

TransIT offers a vanpool incentive program for new vanpools originating or terminating in Frederick County, as well as the Guaranteed Ride Home program.



FY14 HIGHLIGHTS

839,297 ONE-WAY TRIPS PROVIDED

BUS AD REVENUE INCREASE OF 47% OVER FY13

AWARDED BEST FIXED ROUTE SYSTEM IN MD

MOBILE TICKETING APP IN DEVELOPMENT

FARE INCREASE EFFECTIVE JULY 1ST

BUS SHELTER PROGRAM LAUNCHED

THE
TRANSPORTATION
SERVICES
ADVISORY
COUNCIL

The Transportation Services Advisory Council (TSAC), comprised of volunteers appointed by the Frederick County Board of County Commissioners, works closely with TransIT to identify transportation trends and issues and increase awareness of transportation alternatives.

MEMBERS

Rick Stup - Chair

Elizabeth Rood - Vice Chair

Roger Boothe, Jr.

Mark DeOcampo

Neil Essmyer

Dave Schmidt

David Lingg

Joshua Rouch

David Price

Joe Miller

Charles Tobery

Ex-Officio Members

Nancy Norris
Director, TransIT Services

C. Paul Smith
Frederick County
Commissioner

Tim Davis
Frederick City,
Planning and Zoning

Bruce Hojnacki
Maryland Transit
Administration

Audrey Wolfe
Frederick County
Planning Commission

Ron Burns
Frederick County
Community
Development

Walt Stull
MD Municipal
League

Kelly Russell
Frederick City
Alderman

Gunnar Pedersen
Ft. Detrick

Fred Punturiero
F.C.P.S.

Carol Krimm
F.A.C.T.



TRANSIT STAFF

- **NANCY NORRIS**, DIRECTOR
- **JOE ORTEGA**, ASSISTANT DIRECTOR, OPERATIONS
- **BOB DINSMORE**, OPERATIONS MANAGER
- **DENNIS DEVILBISS**, OPERATIONS MANAGER
- **CARRIE ANDERSON-WATTERS**, PLANNER/PROJECT MANAGER
- **MARIE BERG**, FISCAL MANAGER
- **ADRIENNE MORETZ**, COMMUNITY RELATIONS MANAGER
- **VICTORIA BAILEY**, ADMINISTRATIVE SPECIALIST
- **SHARON RIDDELL**, ADMINISTRATIVE SPECIALIST
- **SANDY RUARK**, ADMINISTRATIVE ASSISTANT
- **CYNTHIA HENDRICKSON**, OPERATIONS SUPERVISOR
- **SUE THOMPSON**, OPERATIONS SUPERVISOR
- **DAVID BILLER**, OPERATIONS SUPERVISOR
- **AL JOAO**, DISPATCHER
- **FRANCIS MCBRIDE**, DISPATCHER
- **CAROL PUTMAN**, DISPATCHER
- **LECIA YOUNG**, DISPATCHER
- **JAMES KING**, UTILITY
- **JAYANTILAL PATEL**, UTILITY
- **DRIVERS**: 45 FULL-TIME, 25 PART-TIME

A Message from the Director

“TRANSIT IS ON THE BRINK OF A NEW ERA.” – NANCY NORRIS, DIRECTOR

It is an exciting year for TransIT! FTA, MTA and our County Government have provided funds to continue transit operations and have added funding for several new projects:

- The Taxi Voucher Program has been funded and an RFP is in development to find a vendor to provide the software and to provide oversight and management of the program. The selection process will likely take several months, and the preparation and training several more, so a spring launch is anticipated.
- 3 all-electric buses and infrastructure: These buses are funded 90% by Federal and State grants with a 10% County match. TransIT is also leveraging some Smart Energy Grant funds and as a result, the County may purchase 3 buses for a total of \$106,000 in local match. This cutting edge technology is projected to save at least \$464,000 per bus over the lifetime of the vehicle. An RFP is in development and a late spring receipt of vehicles is possible.
- Automatic Vehicle Location System – this system will electronically record the miles and hours of transit routes and will assist in improving on-time performance and route planning, while automating cumbersome data gathering necessary for Federal reporting. Customers will be able to see the real time location of their bus online or through a smartphone app, which will have additional customer-friendly features such as bus arrival alerts.
- Automatic Passenger Counters – this technology will automate passenger counting and will provide valuable information such as busiest stops, routes and times of day. This information assists with route development, ensuring routes are productive and are serving the right stops at the right time. The information may also assist in determining where bus shelters are most needed.

This fall TransIT plans to launch the latest transit technology with a mobile ticket app called TransIT *EZFare*. Customers may download the app, enter some basic information and use their phone to purchase their ticket and even use the phone as their ticket. The new \$4 One-Day Pass will be available only through the app. TransIT staff will be out in the community and on board to assist customers with downloading and using the app, times to be announced. Stay tuned!

If you haven't ridden with us yet, we hope you will join us this year to see these exciting changes for yourself!
TransIT ~Connecting People & Places~

Sincerely, *Nancy Norris*

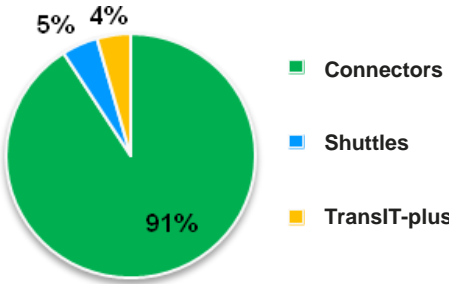


Providing transportation to employment,
education, training, shopping and other services

RIDERSHIP

FY14 system ridership totaled 839,297 one-way passenger trips.

Connector Routes:	763,207
Shuttles:	39,359
TransIT-plus	36,731
TOTAL	839,297



MARKETING AND OUTREACH

TransIT's marketing and outreach efforts encompass the public transit system, paratransit services and commuter assistance- including employer outreach services which provide commute options to Frederick County employees.

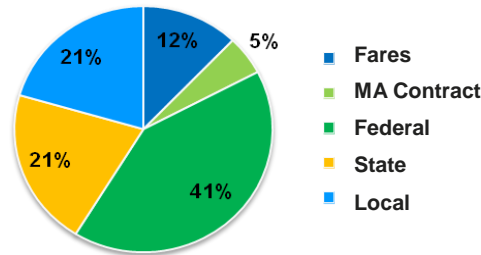
Marketing highlights:

- Appeared in media 53 times
- Attended 57 Community events
- Posted 30 blog posts for The Frederick News Post
- Placed 1,487 bus advertisements
- Distributed 6,700 copies of 2 quarterly newsletters
- Formed 3 vanpools
- 1,447 employers contacted regarding Commute Options for employees

FY14 FUNDING SOURCES

FY14 funding sources stemmed from Federal, State and local government as well as revenues from fare collection and bus advertisements. Total funding was slightly under \$5.9 million.

Fares:	\$705,162
MA Contract:	\$299,869
Federal:	\$2,414,085
State:	\$1,204,737
Local:	\$1,193,627
TOTAL	\$5,817,480



FLEET

TransIT vehicle fleet consists of 52 vehicles: 26 lift-equipped transit buses (including 2 hybrids), 21 small buses (19 are lift-equipped), 3 hybrid sedans, 1 minivan and 1 utility vehicle.

FY 15 PRIORITIES

INCREASE RIDERSHIP

Many TransIT projects like those shown below are part of an effort to improve our customer's experience, and thereby increase ridership.

MOBILE FARE PAYMENT APP

The mobile ticketing app will allow passengers to purchase tickets with their smart phone including the new one-day pass, allowing riders to use the public bus all day for one low rate of \$4.00. The mobile app requires no infrastructure unlike swipe card technology used by many bus systems across the country. Tickets can be purchased any time and activated just prior to boarding.

TAXI VOUCHER PROGRAM

Expected to launch in early Spring 2015, the Taxi Voucher pilot program will supplement existing TransIT service by providing subsidized fares for TransIT-plus customers that are unable to schedule a TransIT-plus trip or have a last-minute transportation need. The subsidized rates will be determined by zip code. All taxi companies will be eligible to participate.

AUTOMATED VEHICLE LOCATOR
AUTOMATIC PASSENGER COUNTER

These systems will greatly improve data collection and reliability, while providing TransIT with tools to improve service. More importantly, they will offer our customers real-time arrival information and alerts for each bus via smartphone and computer.

BUS SHELTER CONTRACT

A contract was awarded to Signal Outdoor Company to implement shelters and/or benches throughout TransIT service areas; Signal Outdoor will be responsible for the construction, maintenance and overall appearance of every shelter and will share a portion of the advertising revenue with TransIT. Shelter groundbreaking expected Winter 2014.

ELECTRIC BUSES

Using MD Smart Energy Grant dollars, amongst other funding, TransIT was awarded funding to purchase three all-electric buses. A Request for Proposal will be released in early Fall 2014 to select a vendor for the buses and supporting infrastructure. Expected arrival of buses in Summer 2015.

